

Chapter 1 - Information And Referral And Support Services

Information and Referral

Information and Referral Services must be available to displaced homemakers, as outlined in the Higher Education Coordinating Board (HECB) Displaced Homemaker Program (DHP) contract.

Definition

Information and Referral services are brief one-on-one contacts with individuals who request information about, or referral to, an agency that provides an existing service, or information about other services. Typically, individuals served through Information and Referral do not go through the eligibility determination process.

The contact may occur by phone, email, or in person. Such services may include referrals to legal, health, or financial counseling, and information about higher education or employment opportunities. They are provided through workshops, telephone counseling, outreach activities, or other referral methods.

Examples

Information and Referral Services do not include mailings meant to advertise or market instructional services classes.

Examples of Information and Referral may include, but are not limited to, the following:

- An individual calls to request information about housing assistance programs and is given the appropriate phone number for the local housing authority office.
- An individual comes into the program office and asks about financial assistance to attend college. Program staff refers the person to the financial aid office at the local community college.
- An individual calls to ask how to help a friend who is involved in a domestic violence situation. Program staff provide a phone number for the local domestic violence shelter.

Tracking

A detailed log of Information and Referral requests must be maintained and made available to HECB staff during the program compliance visit. An example of a tracking log is included in this handbook for your reference. Each incident of Information and Referral Services provided must be recorded under the following categories:

- a. Educational Services
- b. Employment Services
- c. Health Counseling Services
- d. Financial Management Advising
- e. Legal Counseling and Referral
- f. Basic or Immediate Survival Needs

When an individual requests information about more than one category, select and record the primary information.

Support Services

Support Services must be available to displaced homemakers, as outlined in the HECB DHP contract.

Definition

Support Services provide some basic direct support and assistance to displaced homemakers. Such services include assistance in job search and resume development, assistance securing emergency shelter, or other limited supportive services.

Typically, individuals served through Support Services do not go through the eligibility determination process. Individuals currently enrolled in instructional services should not be considered support service clients. If they plan on attending an upcoming class, but need support services before the class begins, those services may be counted. Likewise, if an individual graduates from instructional services and returns after graduation to receive support services, those services may be counted.

Examples

Examples of Support Services may include, but are not limited to the following:

- An individual comes into the office and asks for help with a housing issue. The person is being evicted from the home and is on the verge of becoming homeless. As the individual waits, program staff begins calling appropriate agencies that may be able to provide assistance.
- An individual comes into the office and asks for help completing admission forms for the local community college. Program staff assists in completing the forms.
- An individual comes into the office and expresses that she/he is in immediate danger because of a domestic violence situation. Program staff assists by contacting the local domestic violence shelter and removing the individual from the threatening situation.

Tracking

A detailed log of Support Services provided must be maintained and made available to HECB staff during the program compliance visit. An example of a tracking log is included in this handbook for your reference. Each incident of Support Services provided must be reported according to the following categories:

- a. Educational Services
- b. Employment Services
- c. Health Counseling Services

- d. Financial Management Advising
- e. Legal Counseling and Referral
- f. Basic or Immediate Survival Needs

When assistance is provided in more than one category, select and record the primary support service accordingly.

Any staff person employed under the HECB contract (grant dollars or match) providing information and referral and support services should track and log those services for each individual served.

Counting Clients Served

Counting should occur by incident, not by person. Each of the incidents below should be counted individually.

- Sally calls on Monday to ask for information on public housing.
- Barbara calls on Tuesday to ask for a referral to a mental health counselor, and directions to the food bank.
- Sally calls back on Wednesday to ask for information on completing her GED.
- Barbara makes an appointment to come into the office and complete a financial aid form. During the visit she also gets assistance applying for Working Connections Childcare.

Reporting

Information and Referral and Support Services will be reported quarterly on the DHP Quarterly Report. See Reporting instructions for additional detail.